

ABSTRACT OF THE DISCLOSURE

A remote maintenance apparatus is provided. The remote maintenance apparatus includes: a first obtaining part which obtains configuration

- 5 information of terminals sent from the terminals;
a storing part which stores the configuration information while bringing the configuration information into correspondence with generation information; a second obtaining part which obtains
10 configuration information of a failed terminal; and
an extraction part which extracts difference information between configuration information obtained by the second obtaining part and
configuration information stored in the storing part
15 which has older generation.

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